

LES CLEFS D'OR CANAD@ NEWS

Spring 2006

Number V



Le service à travers l'amitié

In service through friendship

A MESSAGE FROM OUR PRESIDENT

Dear members,

It feels like yesterday when we were gathered together in New Orleans for the Pan American Congress to enjoy the sights and sounds of this dynamic city. It was only a few months later this landmark city was devastated by Hurricane Katrina. Our thoughts and prayers are with you all, not only our colleagues but everyone affected by this natural disaster. We can only hope the rebuilding process will bring strength and normalcy back to the lives of all affected.

We will always remember the opening reception of the congress, complete with dazzling Mardi Gras floats, the insightful educational program concluding with a splendid gala in the Sheraton Ballroom. From across the America's, all of us were able to network; enriching ourselves and allowing us to better accomplish our daily work duties. A historic event took place during our Annual General meeting when we accepted our first member from the Maritimes; Roger Poirier from the Delta Beausejour in Moncton, NB. We look forward to developing more concierges in this area in the coming years.



My first official duty as President was to represent Canada at the Comite Director meeting in Copenhagen this past June. Arshad Khokhar and his fellow colleagues hosted us in grand style. We marveled at the opening reception at the National Gallery, the amazing gourmet dinners that followed and of course the beauty of Copenhagen. All of these contributed to creating a weekend of splendor. Our International President, Denis O'Brien, along with General Secretary, Virginia Casale, and the Executive Committee held a productive and interesting meeting. Much was accomplished and I was encouraged by this progress. I believe each president left Copenhagen with a new feeling of unification within Les Clefs d'Or.

In January the National Board held their annual board meeting prior to the International Congress in Washington, DC. By doing this we achieved another historic event, as it was the first time in history the entire National Board was able to attend an International Congress. I was very proud to have 20 Canadian delegates attend the congress. Our neighbours to the south hosted an amazing congress, which included a historical tour of the capital as well as time to spend touring the Smithsonian museums.



Our New York and Las Vegas colleagues entertained us by putting on two spectacular shows displaying their show biz talents. Our education symposium Advancing Hospitality: Exploring the Business Aspects of Service Excellence included guest speakers Simon Cooper, President & COO of Ritz Carlton Hotels and Ms. Holly Steil, Author Speaker and Consultant and a tourism industry discussion panel with panelists from Statler Hotel at Cornell University, Carlson Leisure Group, Leading Hotels of the World, Washington DC Convention & Tourism Corporation, Michelin Guide and Hospitality Excellence.

In a few months many concierges will be attending the 2006 Pan American Congress hosted by our Mexican colleagues in Puerto Vallarta. This congress will allow us to prepare ourselves for the upcoming season by renewing contacts with our colleagues from across the Americas, enhancing our knowledge through educational seminars and growing our association as we establish our goals and objectives at our Annual General meeting.

Tourism was very strong last summer and we enjoyed an extremely busy and successful fall and winter; not since September 2001 have our lobbies had such energy. This year has gotten off to a great start, which will make a smooth transition in to the official tourist season.

I look forward to seeing everyone in Mexico and if there is anything I can help you with please feel free to contact me.

In Service through Friendship,
Geoffrey Argue
President Les Clefs d'Or
Chef Concierge, Sutton Place Hotel



NEWSLETTER EDITOR



Bonjour,

Hope everybody had a great season.

A big thanks to all the members who take the time to help for the Newsletter without you nothing is possible. Remember it's your newsletter. The more participation we have the more interesting it is. The newsletter is open to every member who wants to share their

experience with all members. Don't wait until the last minute to send articles and pictures.

Firstly we should think about our friends we meet last May in Beautiful New Orleans. It was a great privilege to be there for our Pan American Congress. Once again thank you to Ted Ducharme who went out of his way to show us the best of his City.

January 2006 was our 53rd UICH International Congress in Washington. It was a great opportunity to meet our friends from around the world. We want to take a moment to thank the Washington Team. The New York night, the educational, and the gala night made some very good memories.

CONCIERGE COMMENTS

SHARING A ROOM WITH A COLLEAGUE CAN BECOME A WONDERFUL CULTURAL EXPERIENCE

At our last Pan American meeting in New Orleans I had asked to share the accommodation with someone preferably female and Muffin was kind enough to put me in touch with from Debbie Lew from San Francisco. What a surprise to find Debbie in bed the first evening, I didn't know her at all and we were to share very intimate moments for the next 5 or 6 days. A few minutes of conversation concluded a very unexpected friendship. She was nice, very outgoing, and we discover that we had many taste in common.

It was not my first experience in sharing a room or a cabin with a Clefs d'Or colleague, my first experience was in 1992 when Virginia Casale shared a room with me on the 44th floor of The Sheraton Hotel in Singapore, it was just the beginning of a very frank and genuine friendship. Since then Virginia has changed partner...so I shared with colleagues from Vancouver, Montreal and Quebec but my new partner and friend is the lovely Debbie Lew from San Francisco. Debbie being from Chinese parents told me a lot about her origin, her way of living, her way of bringing up her only son and many of her traditions. I did find this experience fascinating, Debbie and I became inseparable

In May be ready our Mexican friends are waiting for us. The dates of the Pan-American: May 17th - 21st, 2006. Have your Sombrero and Tequila ready to party at Puerto Vallarta. Don't forget your sunscreen! After a long winter as usual a little bit of sunshine will be appreciated.

Just a small word to tell you I have moved from the Nelligan to Hotel & Suites Places D'Armes, a brand new boutique hotel located in the Old City of Montreal.

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during the meeting, I introduced her to all our Canadian colleagues and she did the same with the American ones. We also shared some business challenges and very seriously we came out with quite a few solutions that we applied back home, so they were well thought of. Now I have been back home for several months and the memory I have of Debbie Lew is an olfactive one, she was generous enough to give me her perfume Haiku that I had commented positively, I wear it everyday. In return I gave her maple syrup, typical memory gift of eastern Canada that you cannot wear as a perfume.

This is something I wanted to share with all of you because getting to meet Clef d'Or concierges from different countries and share their daily routine adds a lot to the dimension of friendship you want to acquire went you attend an international Clefs d'Or meeting.

Anne McKenna



ALBERTA

DIRECTORS REPORT

It is with great pleasure that I look back over my first year as Director, and tell you about a few memorable highlights.

2005 marked the Alberta Centennial, and with that excitement, plus the oil boom, things have been spectacularly busy for everyone in the province this year! So much so, that meetings were almost a challenge to complete, but complete them we did! Our last meeting, for instance, truly was an exhilarating event and served to reconfirm and renew our desire to be doing what we do, day in and day out. Hosted by the incredibly gracious Air Canada Calgary Concierge team, we were treated to an evening with Jamie Clarke. For those unfamiliar with him, Jamie Clarke is a modern-day Renaissance Man: Order of Canada nominee, author, filmmaker, ski champion, successful climber of five (Kilimanjaro, Aconcagua, McKinley, Everest, Elbrus) of the famous "Seven Summits", hiker of the notorious Empty Quarter of the Arabian Desert, and inspirational storyteller and speaker. Inspire us, he did! For almost two hours one evening in October, we were taken on his personal voyages by story and image and through failures, triumphs, death and redemption. Coming away from his presentation, each person in the room gained a new perspective on determination, self-assurance, confidence and dedication. We cannot thank the Air Canada Calgary Concierge team and Jamie Clarke enough for that tremendous evening. To find out more about Jamie Clarke, visit www.jamieclarke.com.

As I mentioned, the oil boom is all around us here in Alberta. While we welcome the vitality it brings to the province, we are somewhat chagrined that it also stole away one of our own! Eric McIntyre, one of our founding members, was wooed away to the oil patch earlier this summer. What with the myriad of possibilities that the boom has created, and how well Eric is regarded by the presidents of those companies (his former guests!), we are not surprised they made him and offer he couldn't refuse. We do look forward to gaining members, however, and have a crop of great new and second key applicants for the fall!

I would like to take the opportunity to thank Don Mooney, Mark Schaay and Peter Whyte for their incredible efforts in our 5th Annual Golf Tournament. As the kick-off tournament for the 2005 season, blessed with great weather for the day, and with able assistance from Rory Zolob and Rob Jones, the tournament managed to raise double what we expected for our charitable group, the Bow Valley Victim Services. There was a lot of hard, grueling work put in in advance by those gentlemen, and by all our team on golf day (at least I personally feel that sun tanning and supervising the Air Canada / Sleeman's tee was hard work!). Thank you all for your dedication and effort, excellence of team spirit and your collective sense of humour. Our ability to make such a difference to one small but immensely important group was a true reward. (Well, that and seeing Noriko trying to balance a large cooler, Globe and Mail sign, open coffee, knapsack, water bottle and herself backwards on a golf cart speeding up a near-vertical incline on the mountain at Silver Tip).

We continue in Alberta to try to overcome the challenge of our distance, topography and climate, and are making inroads to new members. We recently have had new attendance from the Concierge at the Delta Lodge at Kananaskis, and have seen a revitalized interest from the corporate concierge community. By attempting to be relevant to all representatives, both current and prospective, and by offering educational components like Jamie Clarke and the upcoming personalized tour of Petra: Lost City of Stone by the curator of the Glenbow Museum, we hope to add vitality to the networking and information opportunity of our monthly meetings. In this regard, I would like to make special mention of Cindy Stewart, our Secretary for the Alberta Region. Cindy works tirelessly to keep all of her flock (gaggle? shipment?) of concierges updated, organized, focused and informed in a timely, effective and gentle manner. Brava, Mama Cindy!

In Service Through Friendship,

Ted Gaisford, Regional Director

BEHIND THE KEYS: A CONCIERGE PROFILE - CINDY STEWART.

Yahoo from Calgary, Alberta! My name is Cindy Stewart. I was born in Ottawa, Ontario as Cindy Schlitter, and I have been living in Calgary for the past 12 years. While in Ottawa, I received my BA from Carlton University in Ottawa, with a major in Geography; who knew that it would come in handy while working as a Concierge! When I was a little girl, I would dream of traveling the world and living "the good life". Little did I know back then that I would have a taste of that life once I grew up, while working as a Concierge with the Calgary Marriott Hotel! I have had the opportunity to travel to every continent, except Antarctica, and I have made many, many friends along the way!

I have worked with the Marriott Hotel in Calgary as a Concierge for eight years now. I started attending the Calgary Concierge Guild in 1996. After Alberta was officially recognized as its own region in 1998, I received my first key in November 1999 and my second in November 2002! Working as a Concierge has helped enable me to get things done quickly and efficiently. As a mother, I have incorporated my multi-tasking abilities into my daily routines with my two lovely daughters, Ella and Grace. They keep my imagination alive and my mind fresh (and tired)! Les Clefs d'Or has given me the "keys to open doors" for my guests and to make their stay in Calgary a memorable one! One of my favorite requests by a guest was to find a highland-dancing sword. Needless to say, with deductive thinking honed at the desk, it was found and delivered promptly to the guest. Currently, I am Secretary, Alberta Region of Les Clefs d'Or. Half the time it involves work, and the other half involves keeping Ted, our Regional Director, organized and in line! My job is unique because every day is different and regular guests become extended family in my hotel "home". I love my job as a Concierge! We are in "Service Through Friendship", and it shows!

Cindy Stewart, Chef Concierge



BRITISH COLUMBIA

DIRECTORS REPORT

It has been a very busy winter here in BC, much busier than in past year. Our meetings continue to be productive and educational. Sadly we have had some members move on to pursue personal commitments and studies. This however leaves us thirty-three members strong.

Some of our members led by Matthew Scott volunteered their time to distribute food at the Food Bank in Vancouver. We hope to continue helping this good cause in giving up some spare time to help others in need.

Sharon Empey of the Four Seasons headed up this year's Terry Fox Run in September. This was the first year LCD had team participating and raising money from those who sponsored them for running and walking a 10k or 3k route in Stanley Park. Dillon Carfoot from the Fairmont Empress Hotel in Victoria and Heather Crosby from Sutton Place Hotel went on Air Canada's Dreams Take Flight in October. Both came back rewarded and fulfilled from helping out and seeing first hand what our funds raised through our April Tourism Trade Show have gone to.

Thanks to Stephan Mouttet of the Pan Pacific Hotel for taking on the map fundraiser in which he and Marie Claire Annibel of Prestige Maps raised \$5000.00 to send the two lucky winners, Stacey McCall of the Delta Ocean Pointe Resort in Victoria and Carol Gomez of the Pacific Palisades Hotel. They have attended the International Congress in Washington DC.

Miguel Knudson, Regional Director

BEHIND THE KEYS: A CONCIERGE PROFILE - DAVID REID.

I entered the service industry at the age 16 in various positions from dishwasher/busboy/host/waiter in a restaurant that was very popular with the nightlife crowd. This led into a few winter seasons working as a coat-check boy in a busy nightclub (checking silver-fox furs in the early 80's, was a bit decadent but then again so were the 80's... I miss the music... not the shoulder pads). I have studied acting and ballroom and Latin dance (my "Just Jack" days). I have also worked in the travel industry for 10 years from travel agent to trainer and then later as a sales coordinator for Western Canada. I really enjoyed the travel industry and the many places I was able to go. On all my travels the greatest impact on me was the by the people I had met and the interactions I had with them and I hope in some way that by giving my best I am able to have a similar impact on my guest's visits.

I have been with my family at the Fairmont Hotel Vancouver for the last 3 years. I am very excited to work for a company that so strongly supports the Concierge Desk and its dedication to excellence in customer service. I have also been a member with my other family, Les Clefs d'Or for the last 3 years and have enjoyed all the networking and friendships I have made both in the industry and in our community. It has filled me with great pride and has helped me excel at what I do...helping others in service through friendship.



David Reid

TERRY FOX RUN

Twenty-five years ago the inaugural Terry Fox Marathon of Hope raised almost \$25 million, making Terry's dream of "\$1 for every Canadian" a reality. Today, over 50 countries participate in the Terry Fox Run each year. In the past 25 years, the Terry Fox Foundation has raised over \$360 million for cancer research with \$18.7 million going directly to cancer research in Canada in 2004/05.

This year's run, held on Sunday September 18th, brought together thousands of people from across Canada to celebrate the 25th Anniversary of the Terry Fox Run. As founder of the Terry Fox Run, Four Seasons Hotels and Resorts continues to be a proud host of the run in locations all over the globe and Vancouver was no exception. It was a magnificent day for those who ran in Stanley Park the 10km along the seawall or walked 3km among the trees around Lost Lagoon. Upon completion of the run all participants were invited to enjoy breakfast, catered by Four Seasons Hotel Vancouver, as well as live music and entertainment.

Our participation in the Terry Fox Run began many weeks prior to the run with team fundraising. By soliciting donations from our co-workers, colleagues and friends our fundraising teams of eleven concierge desks in Vancouver, five concierge desks in Victoria and two affiliates were able to raise \$4,000. This amount was achieved in part through generous donations from our vendors West Coast Sightseeing, the Shanghai Chinese Bistro and Landsea Tours. A total of \$150,000 was raised at the Stanley Park site with the BC Region recognized as the third largest contributor. We are very proud of this great achievement by our local membership. Thank you to our seven members who, in the name of Les Clefs d'Or Canada, donned their running shoes and ran, walked and cycled with 1,200 other participants.

I would especially like to thank all the members of the BC Region for enthusiastically supporting this endeavor: to raise money for cancer research, to remember those they've lost to cancer, and to be thankful for each day of life. We welcome the other Regions of Les Clefs d'Or Canada to participate in this event in 2006.

Sharon Empey
Terry Fox Run - Team Coordinator, Stanley Park Site
National Secretary, Les Clefs d'Or Canada



ONTARIO

DIRECTORS REPORT

Dear Colleagues across Canada - it is with great pride that I address you as Ontario's Regional Director. This past year has been an incredible experience for my Board, and myself as we continue to focus on creating informative monthly meetings and social events for our Region. The most meaningful event of the year for Ontario occurred at this year's Pan American Congress in New Orleans - Ontario became two Regions when the Niagara Region was born. Although we greatly miss seeing our Niagara friends at our meetings and events, we wish them the very best and will always be here whenever they should need our support.

Our hugely successful annual golf tournament (which is our year's largest fund raising event) was one event that brought the two regions together. An unprecedented number of members and suppliers from both Toronto and Niagara had the opportunity to enjoy a day of top notch golfing, some fine dining and to strike up some

valuable new friendships. Speaking of friendships, back home in Toronto we have continued to work on strengthening our relationship with most of our cities top attractions, live theatre venues, shops and of course restaurants.



One of the goals that we in the board have set for ourselves has been to help build more awareness of our association within our city. For this reason we are pleased to have initiated new relationships with the City of Toronto and with the Hospitality School at Ryerson University. Additionally, in May I was pleased to represent our Region as co-host of our cities Most Memorable Meal Awards (in conjunction with Where magazine) and to do some further fundraising as co-hosts at the industry night for the Toronto Entertainment District Association. As you can see, in Ontario we proudly stand behind our keys and consider the sky as our limit. I look forward to sharing more of our wonderful experiences personally with all of you in sunny Puerto Vallarta.

In service through friendship,
Toni Daoud, Regional Director



BEHIND THE KEYS: A CONCIERGE PROFILE - DAN HOFFMAN

Dan who has been a member of Les Clefs d'Or since 2001 has recently joined Toronto's Windsor Arms hotel as Assistant Chef Concierge. He began his hotel career 15 years ago after returning from California where he "had a blast" for 2 years studying theatre performance. His career took off while working as a dinner server at the Marriot Eaton Centre, when he was asked to cover some shifts on the Club floor. He was immediately engaged with the idea of "being onstage everyday", personally guiding guests through the streets of his hometown. He soon started working full time as a Concierge and due to being "a Virgo who likes everything to be organized" he excelled. Since then he has spent 1 + 1/2 years on the Cayman Islands at the Westin Casuarina Resort, 4 years at Toronto's Sutton Place and most recently 5 years in Yorkville's Park Hyatt. His fondest memories of being a Clefs d'Or member are receiving his keys and being part of the 2005 New Orleans Congress. When not at work, Dan enjoys his time at the gym, planning his next travel adventure or just being at home with his three cats. We in Les Clefs d'Or can proudly say that Dan is one of us. If you should ever need him, please reach him at monkeez@sympatico.

NEW ORLEANS PAN-AMERICAN CONFERENCE PROFILE

They say you need to be careful what you wish for. This year it certainly came true for me. I thought my chances of going to the Pan-American Conference were quite small if not impossible. In fact I had pretty much given up on attending my first Conference this year.

I guess the Universe was looking favourably on me; for one day in early April I was lucky enough to have won the chance to go to the Conference sponsored by the Ontario region of Les Clefs d'Or. Needless to say I was blown away. What a great opportunity to be able to participate into something that I had only heard about. I was going to experience the thrill of a Pan-American Conference first hand.

Right away, I knew I was going to have an amazing experience. It was nice to be surrounded by so many like-minded people. We were strangers yet we all shared a very strong common denominator. I was shocked to see such a diverse group of people from all backgrounds and all ages. It's nice to know that this is a career that can span a lifetime.

Once we got underway, the 4 days in New Orleans just seemed to fly by. The guest speakers were educational and entertaining, not to mention motivating. I really enjoyed the Canadian regional meeting on the second day. I felt I belonged to part of something much bigger than just one region from one Province. I was proud to be Canadian throughout the entire conference. The New Orleans planning committee did a good job showcasing the city (another one that doesn't sleep). The food, culture and people were a real treat.

I came home with a new understanding of what it means to belong to Les Clefs d'Or. I was excited to get back to work to share my experiences with my colleagues. I discovered that the Conferences are designed to teach and discover something new about what we do day in and day out. I also had the opportunity to meet not only new contacts from the Americas, but also have the chance make new friends. And in a career where your colleagues are your friends, you couldn't ask for anything better than that. I guess the Universe is still smiling.

Dan Hoffman



NIAGARA

DIRECTORS REPORT

It's my distinct honor, in reporting to all of you, from one of the world's greatest natural wonders.

It is fitting and necessary for me to dedicate a few words to a departing leader and friend. Over the course of many years, he has given his time and efforts into this organization. He is a visionary and a luminary amongst his peers. His wisdom and courage, guidance, compassion, patience and strength has enable Les Clefs d'Or to chart a course to Niagara. Ian, on behalf of all your friends in Niagara, best of luck on your "new career". We are grateful and we thank you. I know our paths will cross again.

Our region is almost one year old and its been a tremendous success, as evidenced by our monthly attendance. The business community has embraced us with enthusiasm. With one of our strongest allies being our very own mayor, His Honor, Ted Salci, who takes every opportunity to "highlight" Les Clefs d'Or in his many public forums.

As Director, one of my main objectives is to offer my colleagues the opportunities to learn. Our October gathering certainly qualifies as such. We enjoyed a FAM trip to Lewiston New York (Niagara on the Lake's American counter part). The Who's who were all on hand with the opening remarks by Lewiston's mayor. November brings the chance for 2 new candidates to "make their marks"...the dreaded "speeches". Marcie Moore(White Oaks Conference Resort) and Don Lemieux (Fallsview Casino Resort)...Good luck to both. Our members have enjoyed great wineries, experienced history and dined in some of Niagara's finest establishments. This year promises much more.

I would like to conclude by thanking my "Team". Karen Jenkins, Secretary(Fallsview Sheraton) and Corey Stirrett, Treasurer, (Queen's Landing). As of this writing, we are confident that our Vice-Director will be in place soon. Thank you for your continued support.

Andre X Plouffe, Regional Director



BEHIND THE KEYS: A CONCIERGE PROFILE - COREY STIRRETT

My initiation into this exiting career path was witnessing my colleague "Rob Brazeau" turn a guest's simple requests into life long unforgettable memories. These feats, achieved with the assistance of his fellow Clefs d'Or members, were truly examples of "Service through Friendship" which our organization is all about.

The opportunity presented itself for me to join his team as a concierge in 2000. Soon I found myself meeting and interacting with all my "brothers and sisters" locally as well as from the Toronto area on a monthly basis. A new chapter began in 2002, as I was the recipient of my 1st set of keys, which to this day remains an honor. One year later I was accepted as a "Full member".

In 2004 I was given the opportunity to give back to this wonderful organization by having a seat on the Congress Organizing Committee that brought all of you to our Canadian National Congress in Niagara. It was so nice to see all of our hard work paid off in the end, with such a successful congress. I was honored to meet all of the members of Canada and our international guests Mr. John Sun Dong, and Mr. Jean-Claude Elgaire. It was a pleasure for me to host the Grand Gala event to finish off the congress at my own property, The Queen's Landing Inn, my home away from home.

Today, I am the Assistant Front Office Manager, at the Queen's Landing Inn but more importantly, the Assistant Chef Concierge. With the Niagara concierges becoming their own region I now have the privilege of being Niagara's 1st ever Treasurer. It is not only challenging but also exciting to be on the board of this new region. I hope to set a high precedence to the members that will one day follow in my footsteps. I hope to expand my knowledge of running a successful Clefs d'Or region and some day becoming the director here in the Niagara Region.

I welcome the opportunity to assist all of you.

Corey Stirrett
Assistant Chef Concierge
Queen's Landing Inn & Conference Resort



QUÉBEC AND EASTERN ONTARIO

DIRECTORS REPORT

Yet another year has passed. It has been a great year in Québec and I'd like to thank you all for your support.

Last May, we held our annual golf tournament to profit St-Justine's children's hospital. We were blessed again with beautiful weather which made for a very memorable day. Thanks to everyone's generosity, this event was another great success.

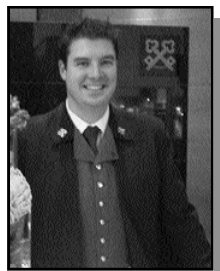
Also, we have had the pleasure of welcoming our first apprentice member from the Maritimes into our association; Roger Poirier from the Delta Beauséjour hotel in Moncton, New Brunswick. This is the first step towards developing this Atlantic coast region which is full of potential.

I am also very proud of our educational committee, which continues to work hard to offer us innovative, exiting workshops and events to better our knowledge and improve our skills. In December, we will host our annual charity event which will benefit the Montreal association for intellectually handicapped children (A.M.D.I.). Every year, this event brings hope and joy to the ones that need the most in our community and leaves every one involved with unforgettable memories.

This year is off to a great start as we continue to encourage your implication so we can keep developing new ideas, in order to strengthen our association, improve our image and increase our visibility both nationally and locally. On behalf of Patrick Huynh, Alain Éthier, Mark Dembinski and myself, we'd like to wish you all a happy and successful year. Hope to see you all in Mexico!

Vive les Clefs d'Or !

Hugo Legrand, Regional Director



LES CLEFS D'OR GOLF TOURNAMENT

It was yet another sunny day blessed by the Clefs d'Or gods. Our avid and amateur golf players gathered at the Falcon Golf Club in the West Island of Montreal. A dozen foursomes and 50 participants reunited under the private tent to be rewarded a nice little cocktail sponsored by Red Bull and a delicious meal of filet mignon and jumbo shrimp on the grill sponsored by Moïse's Steak House and Ferreira Café. To complement the meal Discount Rental car honored us with wonderful Californian wine and Vasco Cigars finished the night off by offering us delectable Dominican cigars and cigarillos. After the relentless efforts of our raffle sales, we gathered a total amount of 1500\$ which we have donated to the St-Justine Hospital Foundation. On this note, I would like to take the opportunity to thank the sponsors for all their gifts and support, the organizers and our helpers; Hugo, Anna, Nicolas, Alain L., Mark, Alain É., Luc, Josée, Nathalie and Paule for insuring the success of our 2005 LCD Golf tournament. See you all next year!

Patrick Huynh, Vice-Director



BEHIND THE KEYS: A CONCIERGE PROFILE - JOEY MARIANETTI

It all started one evening in 1982 as I was watching a television show profiling luxury hotels. I became mesmerized with the hotel industry and soon began visiting the luxury hotels in Montreal. Something clicked in my head, and I quickly fell in love with hotels..

The business administration program in which I was studying was soon replaced with a 3 year hotel management program at Lasalle College in Montreal where my passion for hotels only grew more and more. Upon graduating 3 years later, I joined the Hyatt Regency Montreal and began learning the ropes. I explored different areas of the hotel and held positions in room service, dining room maitre d'hotel, room reservations, and finally at the front desk as guest service associate. I was soon promoted to guest service manager.

I thought this was my place as I was able to help people. But I quickly discovered a little desk strategically positioned away from the front desk bearing the name "concierge" in big gold letters. I quickly became interested in this "little know" profession. And soon realized my passion had been found. I was given the opportunity to practice this wonderful and challenging profession not long after with the hotel being re-branded as a Delta property. I was enchanted and have never looked back. I then discovered Les Clefs d'Or. Wow ! Could it get any better ? It did! Two years, I was honored to obtain my first Gold Key. Three years later, I moved on to do the opening of the Sofitel Montreal where I was honored with my second Gold Key. It has been a challenging and rewarding experience.

Being a concierge is a passion for me. Its about being a psychologist, a tourist guide, a personal shopper, a dog walker, an interior designer, a restaurant critique, a wine sommelier and about 20 other professions rolled into one. Its fantastic! Its all about helping people when they sometimes need it most. Its about the unexpected challenges that every day has to offer. Its also about the pride you hold for your profession, your property and your city. But the most rewarding of all is the close and personal human relations that develop amongst colleagues and guests. In my opinion, you cant ask for a better profession.

Joey Marianetti
Hotel Sofitel Montreal



QUEBEC CITY

DIRECTORS REPORT

A taste of 2005 in Quebec City and Charlevoix Section.

We have enjoyed another wonderful year of discovery! Our group, strengthened by the addition of new members, is motivated more than ever to become one of the most dynamic Regions in Canada. Our unbridled work ethic will ensure the successful development of the great ideas put forward by our members to attain our goal of continued evolution and growth.

No matter what the situation, educational seminars or monthly meetings, I have witnessed my colleagues' give 110% to make our family reach full bloom and distinguish itself within the community. Our April meeting allowed the seven members of our Region in attendance at the Pan American Congress to enthusiastically share the benefits of being amongst their colleagues in New Orleans. They expressed the feeling of pride about our profession that they brought home and the awareness of the great degree of inclusion they felt in the grand Les Clefs d'Or family. Our following meeting, held at the Observatoire de la Capitale, also brought renewed spirit as we welcomed new colleagues to our Region. Scanning the city from its highest point of view, they came to discover the concierge's life.

We all know how fast paced and intense the summer season can be. Trying to remain up to date on all of the latest activities, events and tour operators if only receiving information at our monthly meetings is impossible. Our big project this past spring was organizing a "Speed Discovering" event for the concierges within our Region. At this event we invited an impressive list of contributing members from the tourism industry to present their respective products and respond to our questions and suggestions. It was a delightful exchange. We learned plenty from those to whom we refer our guests, and in turn, they discovered that there was truly a proactive and passionate organization serving the tourists. We promised each other that this activity would be a must at every pre-season!

In the fall we discovered and sampled from local vineyards and winemakers in the surrounding area. We visited our concierge friends in Montreal, who in turn returned the honour by coming to assist at our October meeting at the Chateau Bonne Entente Hotel. What a pleasure it was to have this exchange take place with our colleagues from other cities! It is a wonderful way to reinforce and maintain a friendly camaraderie. In December our Third Annual Auction Concierge Noël was a great success! I hope you enjoy our article in the Newsletter on our auction.

What's ahead in 2006! Pan American Congress in Puerto Vallarta, Mexico: Great representation of members from our Region and Ceremony Remise Les Clefs d'Or at the Parliament Hotel: Memorable Evening.

We could not have achieved all of our successes without the support of our members and concierge colleagues. Thank you for your continued support and a special thank you to Sandrinne Bonnet for her contributions to these articles. Watch for more from our exciting Region in the next newsletter!

Louise Roy
Directrice Section Ville de Québec et Charlevoix !



CONCIERGE AUCTION, A MEGA SUCCESS!

The Third Edition of the Concierge Christmas Auction took place with great success on Sunday, December 4th, 2005, in the stylish 71 Hotel Café, brand new boutique hotel in Quebec City's Old Port.

The members of the Canadian Clefs d'Or Association, Quebec City and Charlevoix section, worked very hard to make this event a memorable part of the holiday season. Their efforts attracted a highly diverse clientele, ready to bid generously for the sumptuous prizes.

Mission accomplished ! Around 100 people walked away with wonderful gifts such as hotel stays, certificates for various restaurants, artwork, ski passes and other winter activities...courtesy of the generous donators of Quebec City. Many thanks to our associates from Montreal who travelled for the event and generously offered help by bringing numerous prizes from the metropolis. Plus, a special thank you to the concierge team of the Hotel Marriott Chateau Champlain, and what to say about the package "Vivez vos Vices avec le Vice"from the Hotel Saint-Sulpice, allowing us to add an incalculable value to our auction. "In business" through friendship!

Due to the quality and impressive number of prizes up for bidding, we were even able to organise a super draw, offering the possibility to win one of three valuable prizes : a Toronto vacation package including hotel and train (\$1500 value), a Montreal package including hotel, dining and spa treatment (\$1250 value), and a Quebec City package including hotel, dining, a sculpture and various gifts (\$700 value)

The money raised will serve to finance the Clefs d'Or Quebec City and Charlevoix section and a portion of the funds being donated to the Serge Bruyère Foundation.

The evening concluded with a delightful Christmas meal hosted by the restaurant "Le 48 Cuisine Monde".

See you all next year !

The members of the Canadian Clefs d'Or Association of Concierges
Quebec City and Charlevoix section



NATIONAL NEWS

A NEW MEMBER IN MONCTON NEW BRUNSWICK; ROGER POIRIER

We are very proud to let know our colleagues know we have now Clef d'Or members from Coast to Coast. This brand new member is the one and only Roger Poirier, concierge at Delta Beauséjour in Moncton, New Brunswick.

Last June I went to Moncton to be greeted by Roger Poirier at the train station with a wonderful old Ford model 1951, it was quite amazing to get such a VIP welcome from Roger and this very nice driver owner of the vintage car. But that was only the first surprise, Roger was in to surprise me for the 2 next days. We drove to the hotel, we got to the front door and I was greeted by several employees, I was really walking on cloud nine. Roger had my room key and he escorted me to most wonderful suite I ever stayed in, in fact it was the suite Queen Elisabeth II got to stay during her last stay in Eastern Canada, I have to tell you that I would have loved to share it with someone and to have more time to enjoy some free time in a such beautiful apartment.

Roger had organized a trade show at 4:00 p.m. on Friday afternoon. Quite a few artists did perform to advertise their summer plays in the city, and several vendors displayed their summer activities. The organizers of Downtown Moncton were there to promote Moncton as a summer destination and some musicians gave a musical tune to the trade show.

The highlight of the afternoon was the presentation of the General Manager of Delta Beauséjour, Mr Martin Leclerc, a wonderful and very supportive gentleman, that believes in our international association and that has been very actively supporting Roger throughout the procedure of becoming a Clefs d'Or member. I was also introduced to the crowd and was privileged to give Mr Martin Leclerc a certificate of appreciation, that he was very thankful for. Then I officially gave Roger his first Gold Key under a storm of applause, there was much emotion in the air...It was a magic moment.

Roger invited me to a wonderful dinner in the main dining room The Windjammer of the Delta Beauséjour, we talked like old friends all evening enjoying a quality of food that France can hardly provide, again it was magic...

On Saturday morning Roger was kind enough to introduce me to some wonderful New Brunswick attractions. We left early morning for the Hopewell Rocks. These flowers pot rocks at Hopewell Cape are created by a combination of the melted glaciers and the tidal erosion over the course of thousands of years. These powerful tides can rise as high as 16 meters-an astounding 52 feet. With each rise and fall, over 100 billion tons of water flow in and out of the bay. To put that into perspective, that number equal to the 24 hour flow of all the rivers in the world. It was low tide so we were able to walk the ocean floor and explore those magnificent formations along with the many caves cut into the cliff edge.

Then we drove to Cape Enragé Lightstation. The lighthouse of Cap Enragé, was build in 1840, a top a 46 meters cliff. It is still in use today sounding the foghorn and beaming its light into the Bay of Fundy. The former keepers' house is still in existence, today used as a restaurant. Roger, his friend and myself enjoyed a delicious bowl of home made fish chowder and grill cheese sandwich. I was really wonderful to discover such an interesting heritage site in such good and knowledgeable company.

On the way back we came across on of those historical covered bridge that are very well know in New Brunswick. That was the end of a very interesting trip to Moncton New Brunswick, I hope it will encourage all our Clef d'Or concierges to go and visit our wonderful new member Roger Poirier at Delta Beauséjour Moncton New Brunswick and visit at he same time all the wonderful attractions of this eastern province.

Congratulation Roger Poirier, you are a wonderful asset to Clefs d'Or Canada!

Anne McKenna
Vice-President, Les Clefs d'Or Canada

DREAMS TAKE FLIGHT 2005 A reflection....

After having listened to other colleagues in years gone by about their experiences after taking part in Dreams Take Flight, our nationally sponsored charity, I had prepared myself for a rewarding and fulfilling experience however words cannot describe the emotion that I felt from the moment I first met this group of special children. The emotion continues to stay with me to this day as I write this.

And so the journey begins....

4:30am In the Air Canada hangar, the 124 little faces filled with excitement, bewilderment and a little bit of fear.

7:00am There we were buckled in and ready for take off. For so many, the first flight that these children have ever experienced. Arms raised high in the air as we gain speed on the runway, clapping and hollering...and then air born at last. The multitude of questions then began...

"How fast are we going?"

"What is the white stuff outside our window?"

"Are we in the U. S. of A yet?"

And of course the often repeated... "Are we there yet?"

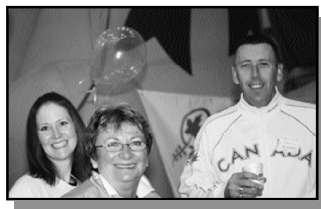
It is one thing to have the opportunity to experience life again through the eyes of a child but an entirely life altering experience to be there first hand when a dream unfolds for a child who's life has been threatened by an illness or one who has suffered an impoverished life. Everything from the flight... watching their eyes light up when entering the gates of Disneyland... their first glimpse of Mickey and friends... biting into their first ice cream sandwich that is in the shape of a mouse...it is an indescribable feeling....

After a multitude of rides, photos, autographs and souvenir shopping with their very own Disney Dollars, it was time to head home and let the events of the day soak in. 7:00pm and on our way home, the quiet, shy children are now chatting up a storm reciting the days events, their tongues blue and orange from eating gigantic lollipops...

As the last of California's lights fade away in the distance, a small head wearing a tiny set of Mickey ears lays her weary head against my arm. She is wearing the same smile she has worn all day.

It is an honor and a privilege to have had this opportunity. Thank you, our treasured friends with Air Canada. Dreams are what carry us through the most difficult of times and when you see them come true for a young child, it is a day that will stay with me for a lifetime.

Heather Crosby
BC Regional Vice-Director



DEAR MEMBERS,

If you have projects which you would like to have sponsored by Les Clefs d'Or, such as

- **Social activities**
- **Educational events**
- **Development of our organization**

Please ask your regional treasurer for a Project Submission Form, fill it out, and present it to your regional board. This is a tangible way to actively participate in the development of your organization

Alain Larouche
National Treasurer



MEMBERSHIP NEWS

MEMBERS ON THE MOVE

BC: Chris Williams will be leaving his position as Chef Concierge at the Wickaninnish Inn to open a new resort in the Caribbean. Congratulations Chris, you will be missed. Heather Crosby has moved from the Fairmont Vancouver Airport to join the concierge team at the Sutton Place Hotel. Viwaan Opanukij has left the Sutton Place Hotel and moved to Switzerland to attend the Ceasar Ritz Hotel School. Racheal Brosseau left the Fairmont Chateau Whistler, visited the Fairmont Hamilton Princess in Bermuda and has now taken up residence Tofino as Chef Concierge at the Wickaninnish Inn.

ALBERTA: Eric Johnson has resigned as Chef Concierge, Fairmont Gold, Palliser Hotel to pursue other interests in the oil and gas field. He will be missed, as he was our "founding member" of the Alberta Region. Gassan Elbard transferred from Fairmont Gold, Chateau Lake Louise to replace Eric at the Palliser! Good luck to you Gassan, Eric has big shoes! Dennise Watson, concierge at the Marriott Hotel in Calgary has accepted a position as a Graphic Designer with WHERE Calgary! Congratulations, we will miss you!

ONTARIO: Mary Steadman formerly at the Fairmont Royal York Hotel has moved to the Windsor Arms Hotel as Chef Concierge/Front Office Manager. Dan Hoffman has moved from the Park Hyatt to the Windsor Arms Hotel as Assistant Chef Concierge. Carolina Avaria, Chef Concierge, has moved from the InterContinental Toronto Centre to InterContinental Toronto.

NIAGARA: Ian Shulman left the White Oaks Conference Resort to pursue a different career in the hospitality industry. He is now the General Manger of the Harbour House Hotel in Niagara-On-The-Lake. Congratulations Ian! Due to the change, Ian has resigned from his position as Director - Niagara Region. Andre Plouffe, Vice-Director - Niagara Region assumed the director's role as Interim Director - Niagara Region.

QUEBEC & EASTERN ONTARIO: Eddy Amoroso has joined the St-James as a part-time concierge, while maintaining his full-time position at the Delta Montreal. Patricio Cruz has returned to the Fairmont Queen Elizabeth as the Chef Concierge on the Fairmont Gold floor. Jeanne Lefebvre (Education Committee) has returned to the hotel industry after a few years as a corporate concierge. She is now the Chef Concierge at the Nelligan. Luc Lavoie, Chef Concierge (Newsletter Editor), has transferred from the Nelligan to the company's new hotel - Place d'Armes. Marc-Olivier Chrétien (Education Committee) moved from Hotel du Fort to the St-James as a full-time concierge. Jon Salvatore and Louise-Andrée Bélanger are back as Air Canada Concierges at Trudeau Airport. Welcome back! Johanne Raymond has resigned from her position as Chef Concierge at Loews Hotel Vogue to open a bed and breakfast. Best of luck Johanne! Mireille Gendron (former Regional Secretary) has resigned from her position as Chef Concierge at Omni Mt-Royal to go live on her sailboat in the Caribbean!!! Long Chien has accepted a full-time position as concierge at the Hyatt Montreal. Rosalie Demeter has accepted a full-time position as concierge at the Fairmont Queen Elizabeth.

GOLDEN KEY ACHIEVEMENTS

Congratulations to our new Affiliates, Apprentice and Full members who were accepted in 2005!

BC

Chris Williams, Wickaninnish Inn – Apprentice Member
Stephen Vincent, Hotel Grand Pacific – Full Member
Nathalie Menezes, Metropolitan Hotel – Full Member

ALBERTA

Peter Whyte, Hyatt Regency – Full Member
Mark Schaay, Sheraton Suites Eau Claire – Full Member
Noriko Kitagawa, Fairmont Chateau Lake Louise – Full Member
Gassan Elbard, Fairmont Palliser – Full Member
Alexine Murray, Fairmont Banff Springs Hotel – Apprentice Member
Paul Uyeda, Fairmont Jasper Park Lodge – Apprentice Member
Dennise Watson, Where Magazine – Corporate Affiliate Member

ONTARIO

Vic Geiger, Minto – Professional Affiliate
Gavin Lam, Metropolitan Hotel – Apprentice Member
Rhonda Chan, Metropolitan Soho – Apprentice Member
Genevieve Archibald, Intercontinental Toronto Centre – Full Member
Michael Weiser, Concierge Info Touche – Professional Affiliate

NIAGARA

Marcie Moore, White Oaks Conference Resort & Spa – Apprentice Member
Don Lemieux, Fallsview Casino Resort – Apprentice Member
Diane Harding, Fallsview Hilton – Full Member
Korey Rorison, Vintage Inns – Full Member

QUEBEC and EASTERN ONTARIO

Anna Roma, Hotel Godin – Apprentice Member
Pierre Lalande, Fairmont Queen Elizabeth – Full Member
Roger Poirer, Delta Beausejour – Apprentice Member

QUEBEC CITY

Meric International College Institute – Corporate Affiliate
Lise Lapointe, Hotel Dominion 1912 – Apprentice Member
Mariam Elkak, Fairmont Chateau Frontenac – Apprentice Member
Sylvie Fournier, Château Bonne Entante – Full Member
Claire LeFrancois, Village Touristique Mont Sainte-Anne – Full Member



GOODBYE TO A MENTOR

Goodbye to a Mentor, a Colleague and a Friend

A few months ago, Les Clefs d'Or Canada lost one of its founding members in Toronto, Mr. Albert Kofri to cancer.

I first met Albert in October 1985, I had just moved to Toronto and started working at the King Edward Hotel as a bellman. Albert was the typical seasoned and experienced "Clefs d'Or" concierge; professional, mature, experienced, multilingual, worldly, gray-haired and glasses. I consider myself fortunate and even blessed to have had the opportunity to work 5 years with a true "master" in the art of hospitality.

Albert was original from Egypt, he had gone to hospitality school in Switzerland and finally ended up in Canada. His Father was an international tobacco expert, thus probably where Albert got his "savoir faire" and acquired taste for the finer things in life! Albert had a unique personality and style, a blend of being brutally honest, kind, generous and a huge abundance of passion for life. Albert, the Father, was proudest when he spoke of his two daughters Diane and Christiane. He loved talking of their adventures and how they had grown up into beautiful young women with a true international perspective on so many things in life. Albert also had numerous relatives in Canada mostly located in Montreal and Ottawa.

Albert's hospitality career was one that took him across Canada. He began in Food Beverage, serving as a waiter, maitre d' and wine steward, in Montreal, Calgary, Vancouver and finally in Toronto. These experiences would serve him very well over his entire career. Albert was extremely knowledgeable on all aspects of "haute service" and etiquette. Albert made the transition to the Concierge in Toronto during the 70's, first at the Holiday Inn then moving on to the Hilton Harbour Castle. In 1982, Albert was recruited by the GM of the King Edward Hotel, Mr. Ibrahim Fahmy (a fellow Egyptian) to join the concierge team. The hotel had re-opened a year earlier after an eighteen month renovation which saw the King Edward Hotel transformed to its previous grandeur under the Trusthouse Forte Hotel group. Albert would spend the next 20 years at the hotel as a "corner stone" of hospitality and service in the lobby of the King Edward. After retiring from Le Royal Meridien King Edward, Albert took on the challenge of introducing concierge and his hospitality talents to the Novotel Toronto Centre where he remained until this summer.

In representing Les Clefs d'Or Canada, Albert attended 3 international Clefs d'Or congresses, 1981 - Dublin, 1985 - Sorrento and 1993 - Singapore. I was proud to have Albert in Singapore as it was my first complete International Congress as president of Les Clefs d'Or Canada (having to leave early the year before) which would have never been made possible without Albert's guidance and support. Albert was an excellent role model for younger concierge; he was patient, insightful and clearly demonstrated the importance of networking and the motto "Service through Friendship". Albert was empathetic, generous and had the ability to make you feel like you were the only person in the room! In the spring of 1987, Albert and Trevor Hembrey (our Chef Concierge) took me to my first Clefs d'Or meeting in a white stretch limousine and toasted my new membership with champagne. It was typical of Albert, he had such a "joie de vivre"! Later that year, Trevor left the hotel and I assumed the Chef Concierge role at the King Edward, I could not have done it without Albert's help and support. He assisted and supported me not only at the hotel but also in my Secretary and Treasurer roles within Les Clefs d'Or Canada. Two and a half years later, I left the King Edward to further my career, Albert

gave me sound advise as he always did, wished me the best of luck and I said an emotional goodbye to my mentor, respected colleague and friend.

We remained in touch professionally through Clefs d'Or over the next eight years until, I moved away to Colorado. Upon coming back to Toronto I meet up with Albert for coffee a few times and we talked about the good old times, current events, a bit of politics and of course our families and how proud he was of his Girls!

Then on Thursday July 21st, I got the call that Albert had passed away. I remember quietly reflecting on our time together at the King Edward and what he meant to me. I could hear him say, "Christ, I don't believe it!!!" which was one of his favorite sayings which he said so often. The next day my wife, Katherine and I had the opportunity to attend the wake at the funeral home and pay our respects to his family and especially to his beloved daughters, Diane and Christiane. And for the last time, I quietly visited saying a tearful "au revoir" to the teacher, my mentor, a colleague and my friend. Albert you will truly be missed but never forgotten.

Sincerely,

Gerald Parent
Membre d'Honneur, Les Clefs d'Or Canada
Membre, Comite des Sages



Albert Kofri is second from left.

Obituary from the Globe & Mail, Saturday July 23, 2005

Albert Kofri passed away peacefully in his home, on Thursday, July 21, 2005, before the rising of the sun, in the loving presence of his daughters Diane and Christiane. His battle with cancer served as a demonstration of his undying hope and courage. Albert was a loving father and kind soul devoted to his family, work and community. If you had the pleasure of knowing Albert, you would know of his loving kindness and generous spirit. His gentle touch will be missed by all friends and family. Daddy, you will continue to be a guiding inspiration for us. You will be in our hearts forever. Funeral Mass will be held at Our Lady of Perpetual Help Parish, 78 Clifton Road at 10 a.m. on Saturday, July 23. Memorial donations can be made to the Canadian Cancer Society.

